

POLICY QM 2.3 CONSUMER SURVEYS

- A. PURPOSE: To ensure that a Statewide Consumer Survey is conducted biennially for all treatment populations.
- B. SCOPE: ADHS/DBHS and T/RBHAs. As applicable, T/RBHAs must ensure that all subcontracted providers adhere to the requirements of this policy.
- C. POLICY: The T/RBHAs and their subcontracted providers shall participate in and cooperate with ADHS/DBHS in planning, implementation, administration, data analysis and results reporting of the biennial consumer survey.
- D. REFERENCES: AHCCCS/ADHS Contract
ADHS/T/RBHA Contracts
- E. PROCEDURES:
1. Mental Health Statistics Improvement Program (MHSIP) Statewide Consumer Survey
 - a. Biennially, ADHS/DBHS, the T/RBHAs, and their subcontracted providers shall jointly conduct the Statewide Consumer Surveys (i.e., the Adult Consumer Survey and the Youth Services Survey for Families) incorporating, at a minimum, the MHSIP survey questions. The purpose of the survey is to assess consumer perception of access to services, the quality and appropriateness of services, the outcomes of services, participation in treatment planning, cultural sensitivity, and general satisfaction with services received, in a format that facilitates benchmarking with other states. The results of the survey are used to initiate performance improvement efforts and activities throughout the T/RBHA geographic service areas.
 - b. ADHS/DBHS shall submit the proposed survey tool, including survey sample and distribution methodology, to AHCCCS for review and approval no later than 90 days prior to the intended start of the survey.
 - c. ADHS/DBHS shall provide oversight for the statewide implementation of the MHSIP Consumer Survey. Survey activities facilitated by ADHS/DBHS include the following:
 - (1) Organize and facilitate the survey-related focus group meetings with T/RBHAs, AHCCCS and other stakeholders representing the providers, consumers, and family members, which will serve as the working committee for survey planning and implementation;

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- (2) Determine a statistically valid sample size for each T/RBHA;
 - (3) Communicate with MHSIP to secure updated survey instruments and promote benchmarking of survey results with other states;
 - (4) Facilitate the translation of surveys from English to Spanish, and provide sample survey instruments to each T/RBHA for distribution;
 - (5) Ensure a uniform statewide survey distribution and data collection process;
 - (6) Compile and analyze statewide survey data; and
 - (7) Ensure that the T/RBHAs initiate appropriate implementation activities to improve consumer care in response to survey findings.
- d. The T/RBHAs shall perform several activities pertaining to regional survey administration, data collection, data aggregation, and the development of a regional report of survey results. T/RBHA survey responsibilities include:
- (1) Full participation in all survey focus group meetings coordinated by ADHS/DBHS before, during, and after survey administration.
 - (2) Preparation for survey implementation within the geographic services area(s) for which the T/RBHA is responsible. This includes:
 - (a) Creation of a T/RBHA staffing and implementation plan for the administration of the survey;
 - (b) Communication with subcontracted providers to ensure awareness and active participation in survey activities; and
 - (c) Oversee logistical arrangements (e.g., copies of surveys, return envelopes) necessary for the administration of the survey. Logistics may be provided either by the T/RBHA or their subcontracted providers, depending on their agreement.
 - (3) Participation in the survey sample selection process through:
 - (a) Provision to ADHS/DBHS of a population data report, summarized according to the parameters agreed upon by survey focus group participants;

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- (b) Random selection of the sample population, according to the sampling protocol; and
 - (c) Submission to ADHS/DBHS of the sample population data.
- (4) Distribution of surveys and cover letters to sample population according to survey protocol.
- (5) Training of the participating subcontracted providers about their role in the administration of the survey and ensuring consistent and correct interpretation of the survey protocol.
- (6) Oversee consistent implementation of the survey protocol across the participating subcontracted providers.
- (7) Provide periodic updates to ADHS/DBHS on the progress of the survey implementation and discuss administration issues in a timely manner.
- (8) Submit to ADHS/DBHS the required data files and report updates as follows:
 - (a) Data file on the survey sample frame;
 - (b) Data file of the survey population;
 - (c) Results of the statistical test of representativeness;
 - (d) Mid-term evaluation of the progress of survey administration;
 - (e) Data file containing survey results; and
 - (f) Summary statistics on survey participation.
- (9) Collection of completed surveys, review and analysis of survey data according to ADHS/DBHS specifications, and development of a T/RBHA survey report that provides a description and analysis of T/RBHA specific results, following the report outline agreed upon with ADHS/DBHS.
- (10) Provision of a survey data file containing survey results to ADHS/DBHS according to a specified format.
- (11) Collaboration with ADHS/DBHS to plan and prepare for future survey cycles.

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- (12) Report on the results of the survey to local stakeholders (e.g., consumers, family members).
- (13) Identify patterns, problems, or other issues related to survey results and take corrective action to initiate quality improvement actions as necessary to achieve enhanced consumer satisfaction.
- (14) ADHS/DBHS shall compile survey data submitted by the T/RBHAs, complete a statewide analysis of survey results, and develop a statewide survey report containing MHSIP Consumer Survey results and corrective actions, based on this analysis. The results of the MHSIP Statewide Consumer Survey will become public information and will be available upon request to all interested parties.
- (15) ADHS/DBHS will submit the statewide survey report to AHCCCS biennially, by October 31 during the year in which the biennial survey is administered.

2. Other Consumer Surveys

- a. In addition to the biennial MHSIP Statewide Consumer Survey, each T/RBHA may perform its own annual general or focused survey, however, all such T/RBHA surveys must be approved in advance by ADHS/DBHS.
- b. At the direction of ADHS/DBHS, the T/RBHAs shall participate in any additional survey activities as may be required in association with legislative or other special initiatives. The T/RBHA shall ensure that subcontracted providers fully cooperate with any such survey activities.

F. APPROVED BY:

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